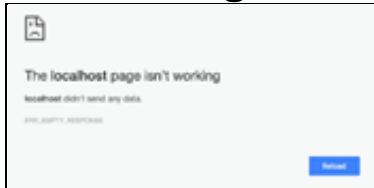




# Student Technology Troubleshooting Guide

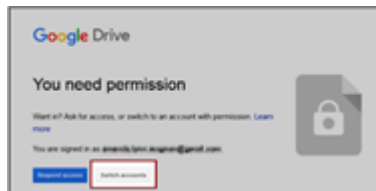
## I need support...

### Accessing a website



- Refresh the web page. Click on this icon
- Try using another browser (Internet Explorer, Chrome)
- Check your Internet connection.

### Accessing a Google Doc



- Use Google Chrome.
- Login to your FCPS Schools account.  
Example: 1234567@fcpschools.net

### Connecting to the Internet



- Disconnect, then reconnect to the Internet.
- Click the "Troubleshoot" button.
- Restart your device.

### Remembering my login information

- Username**: Student ID number
- Password**: The FCPS network--Gmail, FCPS 24-7 Blackboard--share the same password. Contact your teacher if you need additional help.

## I tried all the steps above, but I still need technology support.

**Contact your teacher, or call one of the phone numbers provided below.**

Amharic (አማርኛ): 571-423-4957 Arabic (العربية): 571-423-4952 Chinese (中文): 571-423-4953 Farsi (فارسی): 571-423-4954  
Korean (한국어): 571-423-4951 Spanish (español): 571-423-4950 Urdu (اردو): 571-423-4955 Vietnamese (Tiếng Việt): 571-423-4956